



POSITION DESCRIPTION

POSITION TITLE: Medical Transcriptionist	DEPARTMENT: Health Information Services
CLASSIFICATION: Transcriptionist	APPROVED BY: Regional Lead - Corporate Services
UNION: CUPE Facility Support	DATE APPROVED: May 10, 2023

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Lead - Health Information Services

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Lead Health Information Services (HIS), the Medical Transcriptionist is responsible for the accurate, concise and timely distribution of medical information by editing text documents received from voice recognition software. While maintaining confidentiality in all matters relating to clients, staff and the organization, the incumbent works co-operatively in a matrix structure to support the functions of Health Information Services.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Listens to dictation from the voice recognition system and edits text file appropriately within established standards.
- Ensures the use of consistent templates for all report types.
- Ensures timely turnaround of transcribed documents as per provincial standard.
- Follows the prescribed routing of prioritized documents, ensuring that documents are edited accordingly.
- Works collaboratively with the health information services team to ensure all dictated reports are processed and distributed to appropriate locations/designated recipients.

- Maintains a professional working relationship with providers, to facilitate the dictation and editing process.
- Ensures up to date provider contact information is maintained in system.
- Transcribing reports from dictation during periods of software downtime may be required.
- Performs quality improvement tasks as directed.
- Assists with staff orientation and participates in training workshops.
- Participates in applicable internal and external teams including staff meetings, committees and working groups as required.
- Troubleshoots and/or reports equipment and system malfunctions.
- May be required to assist with other core functions and duties of the department to meet operational needs.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Turnaround times of edited reports.
2. Quality and accuracy of edited reports.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 education or recognized equivalent.
- Completion of a Medical Transcription course from a recognized training program.
- A combination of education and experience may be considered.

KNOWLEDGE REQUIRED:

- Demonstrated knowledge of medical terminology including anatomy, physiology, laboratory values, signs and symptoms.
- Knowledge working with a voice recognition system or dictation system without reference to hard copy source documents (i.e. health record).

EXPERIENCE REQUIRED:

- Working in an automated environment with a pool of editor/transcription staff.
- Working with confidential personal health information and the ability to understand and apply key principles of the privacy legislation as per regional policies.
- Proficiency in Microsoft Office applications and Email/Outlook.
- Working knowledge of an Electronic Patient Record.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to type/keyboard 70-80 wpm.
 - Demonstrated ability to provide a high level of attention to detail and accuracy.
 - Demonstrated ability to work in a fast paced and changing environment.
 - Demonstrated written and oral communication skills.
 - Demonstrated accurate spelling and grammar skills.
 - Demonstrated organizational, decision making and problem-solving skills.
 - Demonstrated ability to respect and promote a culturally diverse population.
 - Demonstrated ability to prioritize in a changing environment.
 - Demonstrated ability to build and maintain professional working relationships.
 - Demonstrated ability to work in a team as well as independently.
 - Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
 - Demonstrated ability to meet the physical and mental demands of the job.
 - Good work and attendance record.
 - Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
 - All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
 - Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.
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WORK CONDITIONS:

- Prolonged sitting at workstation.
 - No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As per CUPE Facility Support Collective Agreement Salary Scale.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.